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TENNESSEE REGULATORY AUTHORITY

Deborah Taylor Tate, Director

September 16, 2004

Ms. Joelle J. Phillips
Attorney
BellSouth Telecommunications, Inc.
333 Commerce Street, Suite 2101
Nashville, TN 37201-3300

Dear Ms. Phillips:

Thank you again for your participation in the Performance Measurement Workshop on September 14, 2004 at the Tennessee Regulatory Authority. I have heard many positive comments and I, personally, benefited a great deal.

As I expressed in closing comments, many of the issues, concerns and problems---although certainly technically complicated in nature---could benefit from simply improved communication. To that end, I have written the CLEC participants and encouraged them to accept Ms. Phillips' offer to "send us your four or five top issues". Enclosed is a copy of that letter for your information.

As you know, I believe that alternative dispute resolution should be the preferred avenue for resolving disputes in this arena and I remain willing to facilitate additional workshops, informal meetings, and mediations. I look forward to receipt of the correspondence to BellSouth and to the appropriate resolution of these issues for the benefit of Tennessee consumers.

Sincerely,

Deborah Taylor Tate

DTT:met

Same letter sent to the following BellSouth people:

Joelle Phillips

Guy Hicks

Al Varner

Dave Coon

Robert Culpepper

Charles Howorth